

# UC San Diego Health

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

March 20, 2023



J1836-L01-0000001 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L01 ADULT

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



Dear Sample A. Sample:

UC San Diego Health endeavors to put our patients first, and patient confidentiality is a vital part of our commitment to care. We recently learned that our vendor used analytics tools without our authorization on the scheduling websites for our Urgent Care and Express Care clinics that you may have used. This notice provides information about what happened and what UC San Diego Health did in response.

## What Happened?

Solv Health, a technology vendor, hosted and managed UC San Diego Health's scheduling websites for our Express Care and Urgent Care locations. Our Urgent Care is located in La Jolla at 8910 Villa La Jolla Drive, and our Express Care locations include:

- Downtown San Diego - 203 West F St.
- Encinitas - 1505 Encinitas Blvd.
- Eastlake/Chula Vista - 2295 Otay Lakes Road, Suite 110
- Pacific Highlands Ranch - 6030 Village Way, Suite 200
- Rancho Bernardo - 16950 Via Tazon

The scheduling websites allowed individuals to book appointments for in-person and video visits at these locations. Solv Health used analytics tools on the websites that captured and transmitted information to its third-party service providers.

## What Information Was Involved?

For individuals who scheduled appointments at a UC San Diego Health Express Care or Urgent Care location via the scheduling websites hosted by Solv Health, between September 13 and December 22, 2022, the analytics tools may have captured: first and last name, date of birth, email address, IP address, third-party cookies, reason for visit, and insurance type (e.g., PPO, HMO, Other).

Solv Health only supported the scheduling websites for our Express Care and Urgent Care locations. The scheduling websites **never** collected Social Security numbers, medical record numbers, financial account numbers, or debit/credit card information. The scheduling websites were **not** part of UC San Diego Health's electronic health records systems, MyUCSDChart, and no information within MyUCSDChart was impacted by Solv Health's use of analytics tools.

## What We Are Doing.

UC San Diego Health is taking steps to notify individuals whose data may have been impacted by Solv Health's use of analytics tools on the scheduling websites to ensure transparency and awareness of our findings.



In order to protect your information, UC San Diego Health has taken the following measures:

- Directed Solv Health to remove the analytics tools from the scheduling websites immediately upon our initial discovery of the issue in late December.
- Worked with Solv Health to investigate the issue and identify individuals whose data may have been impacted.
- Transitioned to a new online scheduling tool for our Express Care and Urgent Care Locations.
- Enhanced our vendor assessment and management procedures.
- Notified the U.S. Department of Health and Human Services and applicable California State regulatory agencies of this incident.
- Notified local media to ensure that all impacted individuals are aware of the breach.

**What You Can Do.**

It is always a good idea to remain alert to threats of identity theft or fraud. If you ever suspect that you are the victim of identity theft or fraud, you should contact the company that maintains the account on your behalf or your local police.

**For More Information.**

UC San Diego Health has established a dedicated call center to answer questions. Supported by Experian, the call center is available toll free in the United States at 1-800-909-1243 from 6:00 a.m. to 8:00 p.m. PT Monday through Friday and from 8:00 a.m. to 5:00 p.m. PT Saturday and Sunday. A dedicated Experian representative will be available to assist community members on behalf of UC San Diego Health. Please be prepared to reference Engagement # **B087389** when speaking with an agent.

Sincerely,

*Ron Skillens*

Ron Skillens  
Chief Compliance and Privacy Officer

## ADDITIONAL INFORMATION

To protect against possible fraud, identity theft or other financial loss, you should always remain alert, review your account statements and monitor your credit reports. Provided below are the names and contact information for the three major U.S. credit bureaus and additional information about steps you can take to obtain a free credit report and place a fraud alert or security freeze on your credit report. If you believe you are a victim of fraud or identity theft, you can contact your local law enforcement agency, your state's attorney general, or the Federal Trade Commission. Please know that contacting us will not expedite any remediation of suspicious activity.

### INFORMATION ON OBTAINING A FREE CREDIT REPORT

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit reports, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at +1 (877) 322-8228.

### INFORMATION ON IMPLEMENTING A FRAUD ALERT OR SECURITY FREEZE

You may contact the three major credit bureaus at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

In addition to a fraud alert, you may also consider placing a security freeze on your credit report. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.

A credit reporting agency may not charge you to place, temporarily lift, or permanently remove a security freeze.

To place a fraud alert on your credit report, you must contact one of the credit bureaus below and the other two credit bureaus will automatically add the fraud alert. To place a security freeze on your credit report, you must contact all three credit bureaus below:

Equifax: Consumer Fraud Division P.O. Box 740256 Atlanta, GA 30374 +1 (800) 525-6285 <a href="http://www.equifax.com">www.equifax.com</a>	Experian: Credit Fraud Center P.O. Box 9554 Allen, TX 75013 +1 (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a>	TransUnion: TransUnion LLC P.O. Box 2000 Chester, PA 19016-2000 +1 (800) 680-7289 <a href="http://www.transunion.com">www.transunion.com</a>
--	---	---

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over those prior five years;
5. Proof of current address such as a current utility bill or telephone bill; and
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.).

You may also contact the U.S. Federal Trade Commission ("FTC") for further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted at 400 7th St. SW, Washington, DC 20024; telephone +1 (877) 382-4357; or [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).



## ADDITIONAL RESOURCES

Your state attorney general may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your state attorney general, or the FTC.

**California Residents:** Visit the California Office of Privacy Protection (<https://oag.ca.gov/privacy>) for additional information on protection against identity theft.

**Iowa Residents:** The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319, +1 (515) 281-5164, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).

**Kentucky Residents:** The Attorney General can be contacted at Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: +1 (502) 696-5300.

**Maryland Residents:** The Attorney General can be contacted at Office of Attorney General, 200 St. Paul Place, Baltimore, Maryland 21202; +1 (888) 743-0023; or [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov).

**Massachusetts Residents:** Under Massachusetts law, you have the right to obtain any police report filed in connection to the incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

**North Carolina Residents:** The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; +1 (919) 716-6400; or [www.ncdoj.gov](http://www.ncdoj.gov).

**New York Residents:** The Attorney General can be contacted at the Office of the Attorney General, The Capitol, Albany, NY 12224-0341, +1 (800)-771-7755; or [www.ag.ny.gov](http://www.ag.ny.gov).

**New Mexico Residents:** You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf) or [www.ftc.gov](http://www.ftc.gov).

**Oregon Residents:** The Attorney General can be contacted at Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, +1 (877) 877-9392 (toll-free in Oregon), +1 (503) 378-4400, or [www.doj.state.or.us](http://www.doj.state.or.us).

**Rhode Island Residents:** The Attorney General can be contacted at 150 South Main Street, Providence, Rhode Island 02903; +1 (401) 274-4400; or [www.riag.ri.gov](http://www.riag.ri.gov). You may also file a police report by contacting local or state law enforcement agencies.